GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:57
ANSWERED ON:26.02.2007
PENDING CONSUMER CASES
Jindal Shri Naveen

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the number of cases of violation of consumer rights registered during each of the last three years, State-wise;

(b) the number of cases disposed of during the above period;

(c) the number of cases pending at present;

(d) whether an inordinately long time is taken in disposal of these consumer cases; and

(e) if so, the remedial measures being taken to expedite their disposal and enhance consumers confidence?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) to (c): As per information made available by National Consumer Disputes Redressal Commission (NCDRC), the number of cases of violation of consumer rights registered State wise, during each of the last three years, the number of cases disposed of during the above period & the number of cases pending at present are given at Annexures I & II respectively.

(d) & (e): The Consumer Fora make continuous efforts in disposing of cases as expeditiously as possible despite various constraints. The important remedial measures taken to expedite the disposal of consumer cases and enhance consumer confidence apart from monitoring of the functioning of the Consumer Fora by the Central Government as well as the NCDRC, are as under:

(i) In view of the financial constraints of the States/UTs, the Central Government has provided one time financial assistance of Rs. 61.80 crores during 1995-99 and another Rs. 10.20 crores in 2004-05 & Rs. 21.18 crores during 2006-07 (up to 21.02.2007) under the scheme of 'Integrated Project on Consumer Protection' to the States/UTs to supplement their efforts for strengthening the infrastructure and other facilities of Consumer Fora for their efficient functioning.

(ii) The Consumer Protection Act, 1986 was comprehensively amended in 2002 mainly with an objective to facilitate the Fora on quicker disposal of cases. The National Commission, with the approval of the Central Govt. has notified the Consumer Protection Regulations, 2005 to streamline the procedure for day to day functioning of the Consumer Fora.

(iii) In order to provide I.T. solutions, achieve e-governance, transparency and efficiency in the functioning of the Consumer Fora & time bound disposal of cases, a scheme for "computerization and computer networking of consumer forums in the country" has been launched in March, 2005 through National Informatics Centre (NIC) as a turn key project to be completed in a period of three years' time. The scheme will also help in systematizing the process of various types of cases, data and generation of reports and also assist the National Commission in exercising better administrative control.